

ADMINISTRATIVE SERVICES

Mission of Department	<p>The mission of Administrative Services, through the Village Treasurer who also serves as Director of this Department, has been expanded in 2005 and 2006 to include the coordination and oversight of the overall operations of the Village. This expansion of duties also includes overseeing the effective implementation of policies and directions initiated by the Corporate Authorities. As in the past, the Department also remains responsible for managing and coordinating Village resources to maximize the organization's efficiency and effectiveness. The Department achieves its mission by directing the daily operations of the Village, providing support services to the Corporate Authorities and other operating Departments, and providing customer service to residents, businesses, and visitors in the community.</p>
Strategic Objectives	<ul style="list-style-type: none">➤ Provide administrative direction to the five operating departments of the Village (Administrative Services, Building and Planning, Fire/EMS, Police, and Public Works).➤ Coordinate the effective, efficient and timely implementation of policies and directions initiated by the Corporate Authorities.➤ Oversee and coordinate the implementation of projects and services addressing the goals and objectives established by the Corporate Authorities.➤ Oversee the development and implementation of programs and projects directed at enhancing communications with and promoting interaction between residents and members of the business community.➤ Implement policies and procedures related to Finance, Accounting, Payroll, Purchasing, Human Resources, and Information Technology. Communicate policies and procedures to operating Departments and work with the Departments to effectively administer these policies and procedures.➤ Provide excellent customer service to residents and businesses of the community in all areas of responsibility including Utility Billing, Parking Permits, and Cash Receipting.➤ Establish effective internal controls that maximize the safe and efficient use of the financial resources of the Village.➤ Develop and maintain a quality workforce through effective recruitment, on-going training, and the facilitation of a work environment that fosters positive employee relations and dedication to the Village.➤ Develop and maintain an effective risk management program that protects the Village, its appointed and elected officials, and its employees from property and other losses arising from the performance of the duties related to their respective position.➤ Provide responsive and quality services to both internal and external customers.➤ Enhance communication and coordination amongst all Departments.➤ Develop and maintain the Village's information technology network, hardware, and software.

General Information

The Administrative Services Department provides centralized administration, coordination, and support services to the operating Departments in order to foster equitable distribution of resources, organizational consistency in policy implementation, and reductions in duplication of efforts. The Department is

responsible for establishing and enforcing internal policies and procedures to ensure effective and efficient operations within Departments. Oversight of the budgeting and purchasing processes is also a responsibility of the Department. Other areas of responsibility include finance, human resources, risk management, utility billing, permitting as it relates to the parking system, licensing, and technology. The Department interacts on a regular basis with residents and businesses in the community due to its responsibility for providing general information to the public, coordinating community outreach programs, and administering customer service processes including Water and Sewer Billing, Recycling and Refuse Billing, and Parking Permitting.

The Administrative Services Department has established the following seven Divisions to provide these services:

Administration	Finance & Accounting	Utility Billing
Human Resources	Risk Management	Parking Permitting
	Information Systems	

Each Division contributes to the implementation and accomplishment of Departmental goals by providing services in specific areas of responsibility. The activities and services of the various Divisions as well as the budgeted expenditures supporting those activities and services are discussed and illustrated at the end of this Departmental section.

Accomplishments and Performance Statistics

In the 2003 – 2004 Biennial Budget Document, Administrative Services established eight objectives that it would strive to accomplish with the resources allocated to the Department during 2003 and 2004. An additional six objectives were established for the Office of the Village Manager. These 14 combined objectives and a discussion of the extent to which they have been accomplished follows.

<u>2003 – 2004 Objective</u>	<u>Extent of Accomplishment and Discussion</u>
Successfully complete the 2002 and 2003 audit processes, including the implementation of GASB Statement # 34 in conjunction with the audit for the Fiscal Year Ending December 31, 2003.	Both Audits were completed on time and submitted to the State of Illinois Comptroller. The 2003 CAFR was successfully converted to the GASB Statement #34 format.
Apply for and attain the Certificate of Achievement for Excellence in Financial Reporting for Fiscal Years Ending 2002 and 2003.	The Village received the Award for Excellence in Financial Reporting for the 2002 Comprehensive Annual Financial Report (CAFR). The 2003 CAFR has been submitted to the Government Finance Officer's Association for review for the Award for Excellence for 2003.
Commencing with this 2003-2004 Biennial Budget document, apply for and attain the Distinguished Budget Presentation Award	The Village applied for and received the Distinguished Budget Presentation Award for the 2003 – 2004 Biennial Budget Document.
Complete additional training in the area of customer service.	All employees of the Administrative Services Department attended a training session in Customer Service during the Summer of 2004.
Successfully complete the train station renovation project and implementation of the new fare box system.	The Train Station Renovation Project was completed and the fare box system was implemented during 2003.

Complete the first phase of the implementation of the new STAR meter reading program.

The first phase of this implementation was successfully completed in 2004. In 2005 and 2006 the Village will be moving forward with the program and it should be completed by the end of 2006.

Provide enhanced customer service through the expanded use of technology. Evaluate and implement alternative payment options such as utilization of the automatic debit process. Provide for online processing of applications for such items as parking permits and licenses.

The Village implemented the automatic debit process during 2003. The Village also implemented a revised web site in 2004; the revised site provides residents and business with access to all Village forms and applications.

Implement the revised purchasing policy.

The revised purchasing policy has been completed and is awaiting action by the Corporate Authorities.

Continue to improve communications with both residents and businesses through enhancements to the Village's Web Page and Video Broadcasting capabilities.

The Village's new web site went live in August 2004. Policy regulating use of Channel 4 has been drafted and is awaiting action by the Corporate Authorities.

Successfully coordinate downtown renovation efforts with the objective of facilitating at least one additional redevelopment project within the Village Center that will generate additional retail activity.

Construction on the Cook Street Plaza Project commenced September, 2004.

Provide the leadership necessary to ensure the completion of the Downtown Streetscape Project, Route 14 Beautification Project, wastewater system improvements and downtown parking enhancements.

Phases I, II, and III of the Streetscape Project, Phase I of the Route 14 Beautification Project and the improvements to the wastewater plant and processes have been completed. Preliminary design work and engineering on two parking enhancement projects has commenced.

Timely and successful completion of the hiring process relative to the filling of the vacancy in the position of Director of Fire/EMS.

The hiring process was successfully completed in 2003.

Effectively manage and implement economic development initiatives for business district development and redevelopment as well as business recruitment.

Through the Barrington Economic Partnership targeted retail businesses have and continue to be identified. Several site visits to communities similar to Barrington have been completed. Meetings have been held with key retail brokers and developers.

Implement programs and services to encourage business retention in the Village including grant program for building improvements and the loan program for facade/building improvements.

Facade and Business Assistance Grant Programs within the TIF District were approved and implemented in early 2004.

Other accomplishments by Administrative Services in 2003 and 2004 include:

- Initiated program in which Barrington Chamber of Commerce and Village representatives meet with key businesses in the community to address issues and areas of common concern.

- Successfully coordinated the recruitment process for 30 employees during the 2 year period, including the Fire Chief, the Assistant Director of Planning, the Human Resources Coordinator, the Information Systems Coordinator, the Public Works Project Manager, 10 Firefighter/Paramedics, and 7 Police Officers.
- Successfully concluded labor contract negotiations with the Fraternal Order of Police
- Implemented a fiber-optic network system connecting Village Hall, the Public Safety Building, and the Public Works Facility. Also implemented a new internet access contract that included an upgraded firewall and screening software for internet and e-mail content and malicious code.
- Successfully closed Special Assessment 88 during 2004.
- Upgraded the Village's Financial and Human Resources software programs.

<i><u>Administrative Services – Service Statistics, 2000 through 2003</u></i>				
	<u>FY 2000</u>	<u>FY 2001</u>	<u>FY 2002</u>	<u>FY 2003</u>
Annual Number of Contacts with Residents	20,723	16,830	16,517	17,741
Estimated Annual Number of Staff Hours Spent on Financial Reporting (i.e., CAFR, Treasurer's Report, Comptroller's Report, TIF Compliance Report, Tax Levy Report, Monthly Administrative Services Report)	144	144	144	296
Annual Amount of Investments (Agencies and CDs) Undertaken	\$1,975,000	\$500,000	\$500,000	\$4,250,000
Annual Number of Checks Processed and Issued	8,590	8,820	8,260	8,655
Annual Number of Utility Bills Processed and Mailed	26,845	27,143	33,095	30,787
Annual Number of Parking Permits Processed and Issued	1,880	2,023	1,957	1,961
Annual Number of Vacant Staff Positions Filled	15	12	9	12
Average Monthly Number of Calls for Hardware and Software Support	100	105	110	200

Objectives for 2005 and 2006

In pursuing its overall strategic goals, Administrative Services has established the following objectives for 2005 and 2006:

- Assist the Corporate Authorities in successfully completing negotiations with the Barrington Countryside Fire Protection District.
- Address parking issues within the Village Center by continuing work on enhancements to commuter parking areas north of the Union Pacific Railroad tracks and additional parking enhancements within two of the four business quadrants in the downtown commercial area.
- Effectively manage economic development related projects and activities with an equal emphasis on business retention and recruitment.

- Monitor progress relative to the Village's annual infrastructure program and special projects designated by the Board (such as the Route 14/Hart Road intersection improvement, Downtown Streetscape and Route 14 Beautification).
- Successfully coordinate downtown renovation efforts with the objective of facilitating at least one additional redevelopment project within the Village Center to generate additional retail activity.
- Apply for and attain the Certificate of Achievement for Excellence in Financial Reporting for the audits for the fiscal years ending in 2004 and 2005.
- Apply for and attain the Distinguished Budget Presentation Award for the 2005 – 2006 Biennial Budget Document.
- Successfully coordinate labor contract negotiations with the International Association of Firefighters, the Teamsters in Public Works, and the Fraternal Order of Police.
- Successfully implement employee benefit changes to control benefits costs while also enhancing the quality of benefits and providing additional flexibility in benefit choices for employees.
- Complete the implementation of the STAR meter reading program.
- Coordinate training for Village employees in customer service, harassment prevention, and safety.
- In conjunction with employee evaluations to be conducted in 2005, successfully implement new evaluation documents and procedures.
- Implement phase II of the Village web site redesign project which is to provide for interactive forms and applications
- Purchase and implement new servers to increase the speed and reliability of the Village's internal network.

Departmental Staffing Analysis

The staffing levels for 2005 and 2006 reflect the consolidation of personnel from the Office of the Village Manager into Administrative Services which resulted from Village Board initiated changes that went into effect January 1, 2004. Department staffing includes 14.20 full-time equivalent employees with 13 full-time and 2 part-time employees. The original approved staffing level for the Office of Village Manager and Administrative Services for 2004 was 15.70 full-time equivalent employees. The difference is a result of the elimination of two positions (Village Manager and Director of Economic Development) and a change in the employment status of the Information Systems Coordinator from part-time to full-time. The majority of employees (62.15%) are assigned to the Administration and Finance and Accounting Divisions.

Administrative Services Full-Time Equivalent (FTE) Employees, Fiscal Years 2005 & 2006					
<u>FTE Employees</u>	<u>2004</u>	<u>2005</u>	<u>2004-2005</u> <u>Change</u>	<u>2006</u>	<u>2005-2006</u> <u>Change</u>
Director of Admin Services	1.00	1.00	0.00	1.00	0.00
Assistant Director of Admin Svcs	1.75	1.80	0.05	1.80	0.00
Chief Accountant	1.00	1.00	0.00	1.00	0.00
Information Systems Coordinator	1.00	1.00	0.00	1.00	0.00
Human Resources Coordinator	1.00	1.00	0.00	1.00	0.00
Accountant	1.00	1.00	0.00	1.00	0.00
Administrative Assistant	1.60	1.60	0.00	1.60	0.00
Executive Assistant	1.00	1.00	0.00	1.00	0.00
Payroll Coordinator	1.00	1.00	0.00	1.00	0.00
Accounting Assistant	2.00	2.00	0.00	2.00	0.00
Office Assistant	1.60	1.60	0.00	1.60	0.00
<u>Total FTE Employees</u>	13.95	14.00	0.05	14.00	0.00

Employees by Division					
<u>Division</u>					
Administration	4.50	4.50	0.00	4.50	0.00
Finance & Accounting	4.05	4.08	0.03	4.08	0.00
Human Resources	1.70	1.70	0.00	1.70	0.00
Risk Management	0.00	0.00	0.00	0.00	0.00
Utility Billing	2.17	2.19	0.02	2.19	0.00
Parking Permitting	0.53	0.53	0.00	0.53	0.00
Information Systems	1.00	1.00	0.00	1.00	0.00
Totals	13.95	14.00	0.05	14.00	0.00

Budget Analysis

In 2005, the Administrative Services budget will increase by \$313,716 (12.97%), from an amended budget of \$2,417,996 in 2004 to an expenditure budget of \$2,731,712 in 2005. The increase in 2005 is largely attributable to the consolidation of the expenditures from the Office of the Village Manager into Administrative Services as a result of Village Board initiated and approved changes that went into effect January 1, 2004. The 2005 Administrative Services Budget therefore includes expenditures formerly budgeted in the Office of the Village Manager (*the 2004 Budget and Projected Actual do not reflect these expenditures*).

Personnel Services expenditures in the 2005 Administrative Services Budget increase \$184,628 (21.79%), from \$847,379 in 2004 to \$1,032,007 in 2005. Salaries increase \$124,605 (18.56%), from \$671,360 in 2004 to \$795,965 in 2005; Fringe Benefits increase \$60,023 (34.10%), from \$176,019 in 2004 to \$236,042 in 2005. The increase in Salaries is attributable to the combining of the Office of the Village Manager with Administrative Services in 2005. This consolidation resulted in the transfer of 1.60 full-time equivalent employee hours to Administrative Services. The increase in Salaries is also caused by merit salary adjustments earned by individual employees based on their performance.

The increase in Fringe Benefits is also a result of the combining of the Office of the Village Manager with Administrative Services; benefits for two (2) full time employees were transferred to Administrative Services and are reflected in the 2005 Administrative Services Budget. The increase in Fringe Benefits also results from increased salary costs, increases in the amount the Village will contribute for employee retirement, and increases in health insurance premiums. The increase in salary costs impacts fringe benefits because social security, Medicare, and pension costs are paid by the Village on a percent of salary basis; as salary costs increase, so do the costs for these benefits. A second factor in the increase in fringe benefits is an increase in

the percent the Village is obligated to pay for employee retirement contributions. This increase is a result of the weak investment performance of the Illinois Municipal Retirement Fund (IMRF) over the last couple of years which impacts the amount that must be contributed by the Village for future retirements. The final factor affecting fringe benefit costs in 2005 is a projected increase in the cost of employee health insurance premiums. Health insurance premiums are anticipated to increase 10% in 2005. The increase in the 2005 budget related to this benefit is even more significant in that premium increases in 2003 and 2004 substantially exceeded expectations. As such the 2005 budget includes the increase in the premium base as well as the estimated 10% increase in health insurance premiums in 2005.

Administrative Services Department Summary of Budgeted Expenditures and Funding Sources						
Budgeted Expenditures	FY 2002 <u>Actual</u>	FY 2003 <u>Actual</u>	FY 2004 <u>Budget</u>	FY 2004 <u>Projected</u>	FY 2005 <u>Budget</u>	FY 2006 <u>Budget</u>
<i>Personnel Services</i>						
Salaries	\$ 569,881	\$ 637,726	\$ 671,360	\$ 624,962	\$ 795,965	\$ 841,940
Fringe Benefits	108,253	132,517	176,019	164,779	236,042	253,423
<i>Total Personnel Services</i>	678,134	770,243	847,379	789,741	1,032,007	1,095,363
<i>Operating Expenditures</i>						
Professional Development	16,382	15,143	28,320	21,725	41,395	41,415
Contractual Services	694,588	766,375	1,081,782	919,485	1,192,720	1,119,025
Commodities	7,792	6,482	17,150	10,200	17,805	18,015
Program Expenditures	5,547	5,220	3,985	3,500	7,485	7,485
<i>Total Operating Expenditures</i>	724,309	793,220	1,131,237	954,910	1,259,405	1,185,940
<i>Other Expenditures</i>						
Equipment Purchases	98,292	34,063	225,639	166,500	234,011	160,000
Interfund Charges	79,573	189,859	213,741	208,617	206,289	189,137
<i>Total Other Expenditures</i>	177,865	223,922	439,380	375,117	440,300	349,137
Total Expenditures	\$ 1,580,308	\$ 1,787,385	\$ 2,417,996	\$ 2,119,768	\$ 2,731,712	\$ 2,630,440
<i>% Change/Previous Year</i>		13.10%			12.97%	-3.71%
Funding Sources						
<i>General Fund</i>						
Property Taxes						
Fringe Benefits	\$ -	\$ 32,988	\$ 39,867	\$ 39,867	\$ 43,054	\$ 43,017
Audit	-	17,219	20,000	20,000	20,000	20,000
Interfund Charges	-	439,465	435,448	485,258	570,131	579,407
Licenses and Permits	-	58,523	6,000	59,000	56,250	56,250
General Revenues	1,263,559	752,492	1,117,574	817,387	1,165,751	1,118,610
<i>General Fund Revenue</i>	1,263,559	1,300,687	1,618,889	1,421,512	1,855,186	1,817,284
<i>Water & Sewer Revenue</i>	83,427	81,109	98,724	92,795	111,274	115,038
<i>Rec & Refuse Revenue</i>	34,661	44,928	51,171	48,169	55,243	57,498
<i>Parking System Revenue</i>	-	227,187	278,179	264,078	289,570	288,847
<i>Info Systems Revenue</i>	198,661	133,474	371,033	293,214	420,439	351,773
Total Funding Sources	\$ 1,580,308	\$ 1,787,385	\$ 2,417,996	\$ 2,119,768	\$ 2,731,712	\$ 2,630,440

Operating Expenditures in 2005 are budgeted at \$1,259,405 which is an increase of \$128,168 (11.33%) from the 2004 budget of \$1,131,237. The increase in Operating Expenditures is attributable to increases in Professional Development (\$13,075 or 46.17%), Contractual Services (\$110,938 or 10.26%), Commodities (\$655 or 3.82%), and Program Expenditures (\$3,500 or 87.83%).

The large increase in Contractual Services is a result of an increase in the Village's liability insurance premium costs which are charged to the Risk Management Division of Administrative Services. The majority of the other increases are attributable to the combining of the Office of the Village Manager with

Significant Budget Highlights

Changes from the 2004 Budget

- The 2005 Administrative Services Budget includes budgeted expenditures that in previous years were included under the Office of the Village Manager. The Office of the Village Manager was eliminated as a budgetary unit in the 2005 Budget as a result of organizational changes that occurred during 2004.

Significant Expenditures in 2005 and 2006

- Liability insurance premiums for the entire Village, which are included in the Risk Management Budget, are budgeted at \$625,000 in both 2005 and 2006.
- General Fund Contingencies, which are budgeted in the Risk Management Division, are equal to \$110,000 in both 2005 and 2006.
- The majority of postage expenditures for Village Departments (except Utility Billing) is included in the Administrative Services Budget and is equal to \$13,500 in both 2005 and 2006. Postage for Utility Billing is equal to \$13,700 in 2005 and \$13,910 in 2006.
- Auditing Services in both 2005 and 2006 are budgeted at \$22,800; the Village will change Auditors in 2005 and expects an increase in cost as a result.
- Information Systems includes equipment purchases of \$223,511 in 2005 and \$181,393 in 2006. Equipment that will be purchased includes MDTs for Police Department vehicles and two new servers in 2005 and new copiers for all Village Departments in 2006.

Administrative Services. This combination resulted in approximately \$19,000 being added to Administrative Services Operating Expenditures that were previously included in the Budget of the Office of the Village Manager. The rest of the increase in Operating Expenditures is attributable to minor increases in multiple areas including actuarial services (increase of \$700), training (increase of \$5,400), auditing services (increase of \$2,600), licensing expenses (increase of \$1,500), and classified advertising for recruitment (increase of \$1,825). The Risk Management Budget includes a decrease of \$44,412 (6.63%) in the cost of the liability insurance premium but this is offset by an increase in contingencies of \$50,000.

Other Expenditures in 2005 increase \$920 (.21%) from \$439,380 in 2004 to \$440,300 in 2005. The increase in Other Expenditures is largely a result of an increase of \$8,372 (3.71%) in Equipment Purchases. Equipment Purchases in the 2005 Budget includes significant expenditures for Mobile Data Terminals for Police Vehicles and new central servers for the Village network. The 2005 Budget also includes expenditures for the annual hardware and software replacement program. The increase in Equipment Purchases is offset to some extent by a decrease in Interfund Charges of \$7,182 (3.36%) which is attributable to a reduction in the amount budgeted to be transferred to Information Systems for services and equipment replacement.

In 2006, the Administrative Services budget will decrease \$101,272 (3.71%) from \$2,731,712 to \$2,630,440. This decrease is largely a result of

substantial decreases in Operating Expenditures and Other Expenditures as significant declines in Contractual Services and Equipment Purchases occur in 2006. These decreases are offset to some extent by an increase in Personnel Services Expenditures.

Personnel Services expenditures in 2006 increase \$63,356 (6.14%) from \$1,032,007 in 2005 to \$1,095,363 in 2006. This increase is attributable to a rise in salary costs of \$45,975 (5.78%) and an increase in Fringe Benefit costs of \$17,381 or 7.36%. The increase in Salaries is attributable to merit salary adjustments earned by individual employees based on performance. The increase in fringe benefits is a consequence of increased salary costs and increases in health insurance premiums. Increased salary costs impact fringe benefits by increasing Village costs for Social Security, Medicare, and pension contributions. The cost for Fringe Benefits in 2006 will also be impacted by a projected 10% increase in health insurance premiums.

Operating Expenditures decrease in 2006 by \$73,465 (5.83%) due to a decrease in Contractual Services of \$73,695 which is counteracted to some extent by increases in Professional Development (\$20) and

Commodities (\$210). Program Expenditures in 2006 remain stable. Contractual Services decline in 2006 due to a reduction in the cost of liability insurance premiums. The Village's experience in 2004 has been positive and this should have a positive effect on the premium charges for 2006. The increases in Professional Development and Commodities result from increased costs due to inflation.

Other Expenditures in 2006 decrease \$91,163 (20.70%) due to reductions in both Equipment Purchases and Interfund Charges. The reduction of \$74,011 in Equipment Purchases is attributable to a decrease in purchases by Information Systems. The 2005 Budget includes significant expenditures for Mobile Data Terminals for Police Vehicles and for new servers. These expenditures will not be repeated in 2006. The 2006 Budget does include a significant expenditure for copiers in all Village Departments in addition to the annual hardware and software replacement programs. The decline in Interfund Charges is caused by a reduction in charges for Information Systems and Central Garage equipment replacement.

Expenditures by Division

As demonstrated in the following chart, expenditures by Administrative Services are distributed through all Divisions. The Risk Management, Administration, and Information Systems Divisions are responsible for the largest percent of expenditures in 2005. In 2006, Risk Management, Administration, Finance & Accounting, and Information Systems account for the largest percentage of expenditures.

Administrative Services Expenditures by Division				
<u>Division</u>	<i>Fiscal Year 2005</i>		<i>Fiscal Year 2006</i>	
	<u>Budgeted Expenditures</u>	<u>% of Total Expenditures</u>	<u>Budgeted Expenditures</u>	<u>% of Total Expenditures</u>
Administration	\$518,967	19.00%	\$530,276	20.16%
Finance & Accounting	336,394	12.31%	354,976	13.49%
Human Resources	136,750	5.01%	140,957	5.36%
Risk Management	863,075	31.59%	791,075	30.07%
Utility Billing	166,516	6.10%	172,536	6.56%
Parking Permitting	289,570	10.60%	288,847	10.98%
Information Systems	420,439	15.39%	351,773	13.37%
Total Budget	\$2,731,712	100.00%	\$2,630,440	100.00%

Funding Sources for 2005 and 2006

The Summary of Budgeted Expenditures and Funding Sources (*on Page 156*) illustrates the variety of revenue sources that supports the operating activities of the Department. Administrative Services derives its revenue from eight different sources due to its involvement in a wide variety of functions throughout the Village. General revenues from the General Fund provide the largest source of support for Departmental expenditures (*these are comprised of all revenues sources not directly related to a particular purpose, the primary source of General Fund general revenues is Sales Tax*). The Department is also supported by revenues from the Water and Sewer, Recycling and Refuse, Parking System, and Information Systems Funds. In addition, the Department includes centralized expenditures for the entire Village (*i.e., liability insurance premiums, postage, information technology, etc.*) and therefore receives significant revenues from Interfund Charges.

Equipment Purchases

Administrative Services includes the Information Systems Division which serves as a centralized purchaser of information technology equipment including hardware and software for the entire Village. The 2005 Budget includes \$234,011 in equipment purchases including \$13,000 for new equipment and \$221,011 for replacement equipment (*including replacement equipment carried over from the prior year*). In 2003, the Village initiated a program to replace all of the computers, printers, and peripherals in the Village on a three to four year cycle. Based on this replacement program, \$26,000 for computers and \$4,000 for printers is budgeted every year. In addition, \$5,000 is typically budgeted on an annual basis for software and software license upgrades.

There are also several purchases that are unique to the 2005 budget year included in the expenditure budget. The Mobile Data Terminals and Modems, redesign of the Web Page, Servers, Inventory and Evidence Management Software, Laptop Computers, and some other software purchases and upgrades are all purchases that are particular to 2005. It should be noted that except for the Evidence Management System, all of these purchases are replacements of existing hardware or software and funds have been accumulated in the Information Systems fund for these replacements throughout the useful life of the items being replaced.

The one item proposed for purchase in 2005 which will not be purchased by Information Systems is a Village Identification Card System. This System will allow the Village to issue identification cards that include security features that make them more difficult to duplicate. The System will also provide the capability of rapidly producing an identification card for elected officials or employees who need changes made to their card.

Equipment, Hardware, and Software Purchases in 2005			
<u>Fund</u>	<u>Equipment Description</u>	<u>Amount</u>	<u>Type of Purchase</u>
Information Systems	Mobile Data Terminals and Modems (14)	\$ 110,000	Replacement
	Desktop Computer Purchases (30)	26,000	Replacement
	Software Upgrade Carryovers	4,525	Carryover
	Redesign of Web Page	18,486	Carryover
	Main Server	15,000	Replacement
	Backup Server	15,000	Replacement
	Inventory & Evidence Management System	10,500	New
	Laptop Computers (8)	10,000	Replacement
	Software Purchases and Upgrades	13,000	Replacement
	Hardware & Software Initiatives	5,000	Replacement
	Printers	4,000	Replacement
	Identification Card System	2,500	New
General Fund			
Total Equipment, Hardware, and Software		\$ 234,011	

The 2006 Budget includes \$160,000 for purchasing equipment, hardware, and software, all of which will be replacement equipment. The annual replacement program again includes budgeted expenditures of \$26,000 for computers and \$4,000 for printers; \$5,000 is also again budgeted software and software license upgrades.

The only purchase that will be unique to 2006 is the purchase of six (6) replacement copiers/system printers. The functionality of these machines will include a copier, a high speed black & white and color printer, and a high speed scanner. The scanning features of the machines will allow the Village to move forward in future budget cycles with the implementation of a records management system.

Equipment, Hardware, and Software Purchases in 2006			
<u>Fund</u>	<u>Equipment Description</u>	<u>Amount</u>	<u>Type of Purchase</u>
Information Systems	Copier/Printer/Scanners (6)	\$ 120,000	Replacement
	Desktop Computer Purchases (30)	26,000	Replacement
	Software Purchases and Upgrades	5,000	Replacement
	Hardware & Software Initiatives	5,000	Replacement
	Printers	4,000	Replacement
<i>Total Equipment, Hardware, and Software</i>		<i>\$ 160,000</i>	

ADMINISTRATIVE SERVICES – ADMINISTRATION

The Administration Division is responsible for the overall management of the Department. This Division also coordinates the budget and levy processes, monitors the financial condition of the Village, invests Village funds, and completes special projects. Overall responsibility for planning and coordinating the operations and services provided by this Department as well as establishing and maintaining effective internal financial controls rests with this Division. The Director of Administrative Services also serves as Village Treasurer and therefore manages, coordinates, and oversees the day-to-day activities of the Village. This Division, through the Village Treasurer, also oversees the effective implementation by the five operating departments of the policies and directions initiated by the Corporate Authorities.

Major Service Activities

- Manages, through the Village Treasurer, day-to-day activities of the Village
- Oversees all major projects to ensure that they are effectively completed in a timely and cost effective manner
- Oversee all Departmental operations.
- Develop and implement policies and procedures relating to financial systems, personnel, risk management, budget, fund balance, purchasing, fixed assets, Interfund Transfers and Charges, investment policies and information systems.
- Coordinates the budget and levy processes.
- Oversees contract negotiation processes
- Coordinates general and special projects related to the department and general Village activities.

Administration - Summary of Budgeted Expenditures						
Budgeted Expenditures	FY 2002 <u>Actual</u>	FY 2003 <u>Actual</u>	FY 2004 <u>Budget</u>	FY 2004 <u>Projected</u>	FY 2005 <u>Budget</u>	FY 2006 <u>Budget</u>
<i>Personnel Services</i>						
Salaries	\$ 182,387	\$ 191,972	\$ 200,235	\$ 200,105	\$ 302,965	\$ 319,240
Fringe Benefits	39,105	36,598	52,500	50,244	91,391	98,139
<i>Total Personnel Services</i>	221,492	228,570	252,735	250,349	394,356	417,379
<i>Operating Expenditures</i>						
Professional Development	7,014	4,796	7,160	6,685	15,675	15,675
Contractual Services	26,654	26,540	31,150	27,850	40,500	39,140
Commodities	3,232	2,914	4,475	3,650	7,650	7,650
Program Expenditures	5,547	5,220	3,985	3,500	5,485	5,485
<i>Total Operating Expenditures</i>	42,447	39,470	46,770	41,685	69,310	67,950
<i>Other Expenditures</i>						
Equipment Purchases	-	-	7,400	4,570	-	-
Interfund Charges	68,457	58,401	60,706	56,779	55,301	44,947
<i>Total Other Expenditures</i>	68,457	58,401	68,106	61,349	55,301	44,947
Total Expenditures	\$ 332,396	\$ 326,441	\$ 367,611	\$ 353,383	\$ 518,967	\$ 530,276
<i>% Change/Previous Year</i>		-1.79%			41.17%	2.18%

ADMINISTRATIVE SERVICES – FINANCE AND ACCOUNTING

This Division is responsible for all financial reporting and accounting functions for the Village. Areas of responsibility include accounts payable, accounts receivable, payroll, general ledger, customer service, and the supervision of the billing and collections functions. Upon closure of the fiscal year, the Finance Division is responsible for the coordination of the audit process and the preparation of the Comprehensive Annual Financial Report (CAFR).

Major Service Activities

- Prepare audit work papers and assist the outside certified public accountants in their audit of the Village accounts; respond to any questions or requests for information from the auditors.
- Complete all financial entries to the Village's financial software system in a timely and accurate manner.
- Prepare accurate and timely monthly financial reports.
- Prepare and file numerous reports in compliance with Federal and State Statutes, including the Treasurer's Report, the single Audit report, payroll reports, and
- Respond to requests for information from the Village Manager or Village Departments.

Administrative Services Finance and Accounting - Summary of Budgeted Expenditures						
Budgeted Expenditures	FY 2002 <u>Actual</u>	FY 2003 <u>Actual</u>	FY 2004 <u>Budget</u>	FY 2004 <u>Projected</u>	FY 2005 <u>Budget</u>	FY 2006 <u>Budget</u>
<i>Personnel Services</i>						
Salaries	\$ 180,849	\$ 195,065	\$ 204,075	\$ 202,443	\$ 219,319	\$ 232,139
Fringe Benefits	37,676	48,214	63,675	63,426	65,375	70,092
<i>Total Personnel Services</i>	218,525	243,279	267,750	265,869	284,694	302,231
<i>Operating Expenditures</i>						
Professional Development	1,374	921	2,205	1,790	2,235	2,255
Contractual Services	30,948	38,101	43,595	41,385	45,865	46,690
Commodities	3,477	2,733	4,055	3,500	3,600	3,800
<i>Total Operating Expenditures</i>	35,799	41,755	49,855	46,675	51,700	52,745
Total Expenditures	\$ 254,324	\$ 285,034	\$ 317,605	\$ 312,544	\$ 336,394	\$ 354,976
<i>% Change/Previous Year</i>		12.08%			5.92%	5.52%

ADMINISTRATIVE SERVICES – HUMAN RESOURCES

The Village employs 134 full-time and 14 part-time employees and the Human Resources Division is responsible for coordinating personnel related activities for this workforce. Areas of responsibility include employee recruitment and retention, coordination of Village-wide training programs, implementation and interpretation of personnel related policies, maintenance of personnel records, administration of employee benefits, and assisting with labor contract administration and negotiations. This Division also supports the Fire & Police Commission and Ethics Board. The responsibility for coordinating employee group health and life insurance programs through the Village's participation in a self-funded insurance cooperative (*the Intergovernmental Personnel Benefit Cooperative (IPBC)*) rest with this division.

Major Service Activities

- Keep informed relative to laws and regulations affecting personnel related matters, including the Fair Labor Standards Act, the Americans with Disabilities Act, the Family and Medical Leave Act, and the Illinois Labor Relations Act. Ensure Village policy complies with these laws and regulations.
- Prepare and publish on the Village's intranet an employee newsletter.
- The Human Resources Coordinator serves as the Village's Delegate to IPBC.
- Effectively coordinate all personnel changes.
- Coordinate the process for the filling of all vacancies.

Human Resources - Summary of Budgeted Expenditures						
Budgeted Expenditures	FY 2002 <u>Actual</u>	FY 2003 <u>Actual</u>	FY 2004 <u>Budget</u>	FY 2004 <u>Projected</u>	FY 2005 <u>Budget</u>	FY 2006 <u>Budget</u>
<i>Personnel Services</i>						
Salaries	\$ 80,652	\$ 84,726	\$ 95,257	\$ 55,935	\$ 90,655	\$ 96,418
Fringe Benefits	14,542	16,535	19,903	9,870	17,095	18,039
<i>Total Personnel Services</i>	95,194	101,261	115,160	65,805	107,750	114,457
<i>Operating Expenditures</i>						
Professional Development	5,207	6,855	9,615	9,000	8,600	8,600
Contractual Services	17,952	9,592	16,705	13,950	15,250	15,250
Commodities	6	-	250	250	650	650
Program Expenditures	-	-	-	-	2,000	2,000
<i>Total Operating Expenditures</i>	23,165	16,447	26,570	23,200	26,500	26,500
<i>Other Expenditures</i>						
Equipment Purchases	-	-	-	-	2,500	-
<i>Total Other Expenditures</i>	-	-	-	-	2,500	-
Total Expenditures	\$ 118,359	\$ 117,708	\$ 141,730	\$ 89,005	\$ 136,750	\$ 140,957
<i>% Change/Previous Year</i>		-0.55%			-3.51%	3.08%

ADMINISTRATIVE SERVICES – RISK MANAGEMENT

The Risk Management Division oversees the Village's General Liability, Workers' Compensation, Property, and other "pooled" insurance programs provided through the Intergovernmental Risk Management Agency (IRMA). The Director of Administrative Services/Village Treasurer serves as the Delegate and the applicable Assistant Director of Administrative serves as the Alternate to IRMA.

Major Service Activities

- Coordinate the activities of the Health and Safety Committee including the monthly preparation of the agenda and packet materials, the review of all accidents/claims affecting the Village and the sponsoring of various programs including the employee safety suggestion program and annual Health Fair.
- Coordinate the Village's loss control and employee wellness programs.

Risk Management - Summary of Budgeted Expenditures						
Budgeted Expenditures	FY 2002 <u>Actual</u>	FY 2003 <u>Actual</u>	FY 2004 <u>Budget</u>	FY 2004 <u>Projected</u>	FY 2005 <u>Budget</u>	FY 2006 <u>Budget</u>
<i>Operating Expenditures</i>						
Professional Development	\$ -	\$ -	\$ -	\$ -	\$ 4,300	\$ 4,300
Contractual Services	553,130	571,504	799,343	671,150	858,775	786,775
<i>Total Operating Expenditures</i>	553,130	571,504	799,343	671,150	863,075	791,075
<i>Other Expenditures</i>						
Interfund Charges	5,350	-	-	-	-	-
<i>Total Other Expenditures</i>	5,350	-	-	-	-	-
Total Expenditures	\$ 558,480	\$ 571,504	\$ 799,343	\$ 671,150	\$ 863,075	\$ 791,075
<i>% Change/Previous Year</i>		2.33%			7.97%	-8.34%

ADMINISTRATIVE SERVICES – UTILITY BILLING

This Division is responsible for preparing, distributing and servicing all billing accounts related to water, sewer and recycling & refuse. The responsibility for receipting of all cash and the coordination of collection efforts also falls under this Division. The Division also responds to resident questions and concerns and maintains the water, sewer, and recycling and refuse receivables.

Major Service Activities

- Collect and record payments for services, maintain resident history records, and prepare journal entries for recording revenue and expenditures.
- The Division works closely with the Water and Sewer Maintenance Division of Public Works to coordinate meter inspections, monthly meter readings, and final reads.
- Maintain and process the Recycling and Refuse count for vendor billing

Utility Billing - Summary of Budgeted Expenditures						
Budgeted Expenditures	FY 2002 <u>Actual</u>	FY 2003 <u>Actual</u>	FY 2004 <u>Budget</u>	FY 2004 <u>Projected</u>	FY 2005 <u>Budget</u>	FY 2006 <u>Budget</u>
<i>Personnel Services</i>						
Salaries	\$ 79,379	\$ 88,554	\$ 91,894	\$ 87,603	\$ 97,411	\$ 102,352
Fringe Benefits	14,225	16,853	20,207	21,537	26,805	28,665
<i>Total Personnel Services</i>	93,604	105,407	112,101	109,140	124,216	131,017
<i>Operating Expenditures</i>						
Professional Development	-	-	1,090	400	835	835
Contractual Services	18,968	16,534	30,135	25,600	30,730	31,670
Commodities	(250)	-	1,565	1,150	1,675	1,685
<i>Total Operating Expenditures</i>	18,718	16,534	32,790	27,150	33,240	34,190
<i>Other Expenditures</i>						
Equipment Purchases	-	-	-	-	-	-
Interfund Charges	5,766	4,096	5,004	4,674	9,060	7,329
<i>Total Other Expenditures</i>	5,766	4,096	5,004	4,674	9,060	7,329
Total Expenditures	\$ 118,088	\$ 126,037	\$ 149,895	\$ 140,964	\$ 166,516	\$ 172,536
<i>% Change/Previous Year</i>		6.73%			11.09%	3.61%

ADMINISTRATIVE SERVICES – PARKING PERMITTING

The Parking Permitting Division is responsible for providing administrative support for the Village owned and leased commuter lots as well as the Shopper and Employee/Employer lots within the Village Center. The Division is also responsible for administering the lease agreements including the processing of rent payments for various parking lots in the Village. All Interfund Charges relating to the Parking Fund are also allocated to this Division (including charges for information systems and central garage services).

Major Service Activities

- Prepare and mail parking lot permit applications, process applications and maintain the records on each permit holder. As a result of demand exceeding available spaces, maintain waiting lists for the BACOG parking lots.
- Record and monitor parking permit revenues.
- Develop, implement and manage the policies and procedures relating to the electronic fare boxes.

Parking Permits - Summary of Budgeted Expenditures						
Budgeted Expenditures	FY 2002 <u>Actual</u>	FY 2003 <u>Actual</u>	FY 2004 <u>Budget</u>	FY 2004 <u>Projected</u>	FY 2005 <u>Budget</u>	FY 2006 <u>Budget</u>
<i>Personnel Services</i>						
Salaries	\$ -	\$ 21,699	\$ 21,690	\$ 21,684	\$ 23,239	\$ 24,673
Fringe Benefits	-	2,015	2,903	2,880	14,310	15,595
<i>Total Personnel Services</i>	-	23,714	24,593	24,564	37,548	40,268
<i>Operating Expenditures</i>						
Professional Development	-	200	1,100	150	600	600
Contractual Services	-	75,911	100,350	92,050	111,550	112,900
Commodities	-	-	4,105	150	2,180	2,180
<i>Total Operating Expenditures</i>	-	76,111	105,555	92,350	114,330	115,680
<i>Other Expenditures</i>						
Interfund Charges	-	127,362	148,031	147,164	137,692	132,899
<i>Total Other Expenditures</i>	-	127,362	148,031	147,164	137,692	132,899
Total Expenditures	\$ -	\$ 227,187	\$ 278,179	\$ 264,078	\$ 289,570	\$ 288,847
<i>% Change/Previous Year</i>		<i>N/A</i>			<i>4.09%</i>	<i>-0.25%</i>

ADMINISTRATIVE SERVICES – INFORMATION SYSTEMS

The Information Systems Fund was established in 1999 as a separate Internal Service Fund responsible for the planning, coordination, acquisition, operation, and maintenance of information technology for all Departments. The Information Systems division is responsible for all of these functions in addition to providing each Department with Internet access, electronic mail services, and business and office productivity software. This Division also provides any training needed to use or maintain software or hardware systems. Responsibilities also include development of and enhancements to the Village's web page. The Division is also responsible for maintaining the Village's broadcast equipment and administering the broadcasting of all Village Board and Commission meetings. Through Interfund Charges, each Department reimburses the Information Systems Fund for its purchases and for the administrative costs, including the wages and benefits paid to the IS Coordinator, associated with this Fund.

Major Service Activities

- Coordinate the purchase and maintenance of all IS related equipment including computers, printers, networking infrastructure, software.
- Establish standards to guide the development of the Village's information systems.
- Investigate and implement technology enhancements to augment and support staff efforts.
- Maintain the integrity of all electronic records of the Village through the establishment and implementation of effective backup and archiving systems and security systems.
- Administer, maintain, and facilitate the broadcasting capabilities of Cable Channel 4. Develop and administer policies and procedures relating to broadcasting activities.
- Provide coordination of cable services; respond to the questions and concerns of Village residents.

Information Systems - Summary of Budgeted Expenditures						
Budgeted Expenditures	FY 2002 <u>Actual</u>	FY 2003 <u>Actual</u>	FY 2004 <u>Budget</u>	FY 2004 <u>Projected</u>	FY 2005 <u>Budget</u>	FY 2006 <u>Budget</u>
<i>Personnel Services</i>						
Salaries	\$ 46,614	\$ 55,710	\$ 58,209	\$ 57,192	\$ 62,376	\$ 67,118
Fringe Benefits	2,705	12,302	16,831	16,822	21,066	22,893
<i>Total Personnel Services</i>	49,319	68,012	75,040	74,014	83,442	90,011
<i>Operating Expenditures</i>						
Professional Development	2,787	2,371	7,150	3,700	9,150	9,150
Contractual Services	46,936	28,193	60,504	47,500	90,050	86,600
Commodities	1,327	835	2,700	1,500	2,050	2,050
<i>Total Operating Expenditures</i>	51,050	31,399	70,354	52,700	101,250	97,800
<i>Other Expenditures</i>						
Equipment Purchases	98,292	34,063	225,639	166,500	231,511	160,000
Interfund Charges	-	-	-	-	4,236	3,962
<i>Total Other Expenditures</i>	98,292	34,063	225,639	166,500	235,747	163,962
Total Expenditures	\$ 198,661	\$ 133,474	\$ 371,033	\$ 293,214	\$ 420,439	\$ 351,773
<i>% Change/Previous Year</i>		-32.81%			13.32%	-16.33%